

## Troubleshooting

### WEBSTER SOFTWARE (p. 78)

PROBLEM	CAUSE	SOLUTION
Some writing not recorded properly	Insufficient pressure when writing	Maintain firm, constant pressure while writing.
	Multiple contact points on whiteboard	Contact the whiteboard with one fingertip only.
	Finger not lifted between strokes	Make sure to completely lift finger from board between letters, words, etc.
Cannot operate different applications from the whiteboard	Wrong tool selected on Projection Toolbar	Tap the Tools icon on the icon strip to display the Projection toolbar. Tap the Selection Tool (arrow).
Communication Error Message	COM port conflict	Check the connections to the Webster Wireless unit. Choose EditFind whiteboard from the menu bar. If you are using a Serial to USB adapter, make sure any software needed for the adapter is already installed.

### TS WHITEBOARD (p. 76)

PROBLEM	CAUSE	SOLUTION
Green LED off	No power	Plug in the whiteboard and check your power outlet or surge protector.
Green LED blinking	No communication with software	Make sure the computer is on. Check to make sure there is nothing blocking the Webster Wireless unit. Have Webster reestablish contact with the whiteboard by using EditFind Whiteboard.
Green LED blinking rapidly	Power supply problem	Unplug the whiteboard power supply and plug it in again.
Green LED is very bright	Something is touching the whiteboard	Make sure nothing is accidentally touching or leaning against the board.
Cannot establish communication properly with the whiteboard	COM port conflict	Check the connections to the Webster Wireless unit. Choose EditFind Whiteboard from the menu bar. If you are using a Serial to USB adapter, make sure any software needed for the adapter is already installed.

If the above suggestions do not resolve your problem, Polyvision Customer Support can be contacted at:

- PHONE- 1-800-620-POLY (7659) M-F, 7 AM to 4 PM
- E-MAIL- support@polyvision.com
- INTERNET- <http://www.polyvision.com>

This Quick Reference sheet addresses the most common questions users have about the Polyvision TS 400 Interactive Whiteboard. This Quick Reference is not meant to replace, but instead to complement, the Webster Software User Guide. Page number references are provided to guide the user to more information about the subjects

board and display a new, blank board.

**...erase a portion of the board? (p.11 )** To erase a large area of the board, tap the Wide Erase icon on the whiteboard icon strip or on the Annotation or Projection Toolbars. To erase a small area of the board, tap the Narrow Erase icon on the whiteboard icon strip or on the Annotation or Projection Toolbars. Drag your finger across the surface of the whiteboard to erase unwanted writing added in Webster.

**...delete an unwanted snapshot from a Webster document? (p. 44)** Select the unwanted snapshot in the Snapshot Pane and press Delete on the keyboard, or choose Edit>Delete.

**...print a copy of the screen? (p. 12)** You can print an image of the board whenever a printer is connected to the computer attached to the whiteboard. Tap the Print icon on the whiteboard icon strip or in the Projection Toolbar.

**...save a picture of the board for use in other programs? (p. 43)** Webster will export any snapshot as a graphic that you can use in other applications. Open the Webster file that contains the snapshot you want to export. Choose the appropriate slide in the Snapshot Pane by clicking on it. When it displays in the Selection Pane, choose File>Export Image. Browse to the file in which you'd like to save the image file and name the image. Choose the file type you'd like to use for your image in the drop-down list. (The most commonly used image file type is .jpg. This can be used in almost any application on both Mac and Windows computers.)

**...use Webster with a webpage? (p. 26)** Open Webster and minimize it, using the Minimize button (which looks like a Minus sign) in the top-right side of the board. Click on the Tools icon on the icon strip on the whiteboard to display the Projection Toolbar. Open your web browser and display any web page. Use the Projection Toolbar to annotate the page, the Snapshot buttons to save images of the screen in a Webster file, and Selection tool (arrow) to move the cursor instead of writing on the webpage.

**...use Webster with another computer program? (p.30 ))** Open Webster and minimize it, using the Minimize button (which looks like a Minus sign) in the top-right side of the board. Click on the Tools icon on the icon strip on the whiteboard to display the Projection Toolbar. Open any other program. Use the Projection Toolbar to annotate the page, the Snapshot buttons to save images of the screen in a Webster file, and Selection tool (arrow) to move the cursor instead of writing on the projected application window. Use the application buttons on the Taskbar to toggle between different programs on your computer.

**...recalibrate the screen? (p. 24)** Click the Projection icon on the icon strip on the left side of the whiteboard to bring up the calibration screen. You can also use the Re-align button on the Projection Toolbar.

**...use the Spotlight tool to emphasize parts of my screen? (p. 31)** In projection mode, tap the Spotlight button on the Projection Toolbar. The screen will become gray except for a circle of light. Tap and drag the center of the circle to reposition it on the board. To resize or reshape the circle, tap and drag the border of the circle until it reaches the desired shape. To re-move the spotlight, tap the Spotlight button on the Projection Toolbar or press the Esc key on the keyboard or the Projection Toolbar.

**...use the Reveal tool to show my screen one strip at a time? (p. 31)** In projection mode, tap the Spotlight button on the Projection Toolbar. The screen will become black except for one strip at the top. Tap and drag the edge of the black strip down to reveal your screen. To remove the Reveal, tap the Reveal button on the Projection Toolbar or press the Esc key.



## How do I...?

## How do I...?

**...add a backdrop to Webster? (p. 52)** To add a backdrop to Webster, choose Backdrop↓Add. Choose Browse in the window that opens and navigate to the image you'd like to use as a backdrop. To use the Backdrops that are included with the whiteboard, navigate to C:\Program Files\Webster\backdrops\TS 400. Choose the desired image in the folder. You will return to the Add Backdrop window. Choose Add to Selection to add the backdrop to the currently displayed screen or Add to all to add to all screenshots in the open Webster file.

**...create a new Webster file? (p. 40)** By default, Webster creates a new file whenever you open the application, unless the program Options have been changed on the General tab to Open the last file at startup. To create a new file while Webster is open, Choose File↑New.

**...create a snapshot to save in a Webster file? (p. 36)** Tap the Snapshot icon on the whiteboard icon strip or click the Snapshot button in the Annotation or Projection toolbars.

**...write on the Touch-Sensitive Whiteboard? (p. 21)** Choose the desired pen tool from the icon strip on the whiteboard or from the Annotation or Projection toolbars. Use your finger as a pen to draw on the board. You can choose the width of the pen on the Annotation or Projection toolbars.

**...create a snapshot and erase all the writing I've added? (p. 36)** Tap the Snapshot/Erase All icon on the whiteboard icon strip or click the Snapshot/Erase All button in the Annotation or Projection toolbars.

**...view a snapshot saved in a Webster file? (p. 38)** Click on the desired slide displayed in the Snapshot Pane on the left side of the screen. The desired image will appear in the Selection Pane.

**...return to the current board in a Webster file? (p. 17)** To return to the current board in a Webster file, click on the thumbnail image of the current board displayed in the Current Board pane at the bottom of the left side of the Webster window.

**...save a Webster file? (p. 40)** Choose File↑Save. Navigate to the folder in which you wish to save your Webster file and give it a name.

**...open and edit a saved Webster file? (p. 40)** Open the folder that contains your saved Webster file and double-click on it to open the file in Webster. Make any necessary changes and save the file using File↓Save.

**...reorder snapshots in a Webster file? (p. 42)** To reorder snapshots in a Webster file, click and drag them to the desired position in the Snapshot pane.

**...close a Webster file? (p. 40)** If the file has already been saved with any changes you've made, choose File↓Exit. If you haven't saved any changes you've made, Webster will prompt you to save the file first.

**...erase the entire board? (p. 36)** Click the Snapshot/Erase All button on the whiteboard icon strip or on the Projection or Annotation toolbars. This will take a snapshot of the board and add it to your current Webster document, then erase the

discussed in this Quick Reference Guide. The Webster Software User Guide can be downloaded at <http://www.polyvision.com/support/downloads-presentation.asp#guides>.

Implementation questions?

Integration questions?



# Support

## What is Webster?

Webster is software that allows any user, Mac or PC, to create snapshots of anything written or drawn on the Polyvision Interactive Whiteboard. Webster records any whiteboard activity for use in other applications and in print. Webster gives you tools to write, erase, print and capture a copy of the board. When used along with a projector, Webster enables you to use the whiteboard as a touch-sensitive screen. When Webster is running, you can also annotate and print screens showing any application, including websites.

## Grant Policy

### Project Goals:

1. Student achievement through the use of technology in elementary and secondary classrooms.
2. Increase technology literacy by the time the students complete the 8th grade.
3. Integrate technology in teacher training and curriculum development.

### Librarian Implementation Goals:

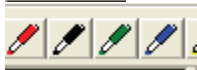
Technology Skill Development and Integration

In year 1, the goal is to explore the use of the interactive whiteboard by implementing library content-based modules. Librarians will use and integrate a variety of software such as: Microsoft Office Suite, Publisher, Inspiration, Timeliner, Map Maker, and Internet resources to teach reading across the content areas through the interactive whiteboard. Librarians will participate

### The Annotation Toolbar (p. 18)



**Snapshot-** enables you to take a snapshot of the current screen and continue to work with the contents  
**Snapshot/Erase All-** takes a snapshot of the current board and erases everything.



**Pen Color-** Choose a pen color to write on the current board or an existing snapshot.



**Highlighter-**highlight important items using this tool. (the highlight color can be changed in the program Options)



**Erasers-** erase items added to a board or snapshot with a wide or narrow eraser



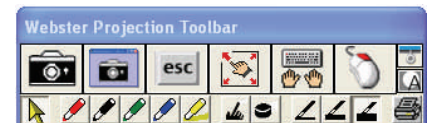
**Pen Tools-** select the line width of the pen you write with in Webster



**Zoom-** magnify or reduce the your view of the image on the whiteboard.

### The Projection Toolbar (p. 27)

The Projection Toolbar is used when you use Webster with a projector to annotate other applications, including web pages viewed with Internet Explorer.



**Snapshot-** enables you to capture the board image along with any writing on the board  
**Screen Snapshot-** captures only the projected screen as a snapshot



**Escape-** Pressing this button is the same as using Esc on the keyboard.  
**Projection Calibration-** realign the projected image if the board or projector is jostled during use



**Keyboard-** allows you to show or hide the onscreen keyboard  
**Right-Click-** one way to access the right-click menu from the screen



**Reveal/Spotlight-** Reveal creates a draggable window shade effect and the adjustable Spotlight highlights portions of the screen.



**Print-** Prints the current board image and annotations on the default printer for the computer attached to the whiteboard.



**Selection Tool-** Use the Selection tool (arrow) to move the cursor instead of writing on the webpage



## Get to Know Webster- Screen and Toolbars



# What is Webster?/ Grant Use Policies

## Professional Learning

Professional learning will be offered to librarians in the TARGET project through Instructional Technology, Library Media Services, and the Curriculum Management Department (TARGET Project Staff).

## Equipment

Librarians will be responsible for the inventory of the TARGET Interactive Whiteboard units (whiteboard, Dell laptop, Toshiba LCD projector, projection cart). Equipment will be stored in the library.

## Exploration and Integration

Librarians will provide learning activities for students in K-8 classrooms using the interactive whiteboards. One library content-based lesson per grade level will be provided in the first and second semester. Introduction in the use of interactive whiteboards will be provided to parents during library parent activities such as: Library Nights, Open House, Literacy events.

in professional learning activities to enhance technology skills and content deepening. Librarians will complete Texas STAR Chart to demonstrate progress of technology skill development and integration.

## Snapshot Panel-

Shows all the snapshots in the open Webster file along with a time/date stamp

## Current Board-

Displays a small image of the current board, regardless of which snapshot you're currently viewing

## Projection Toolbar-

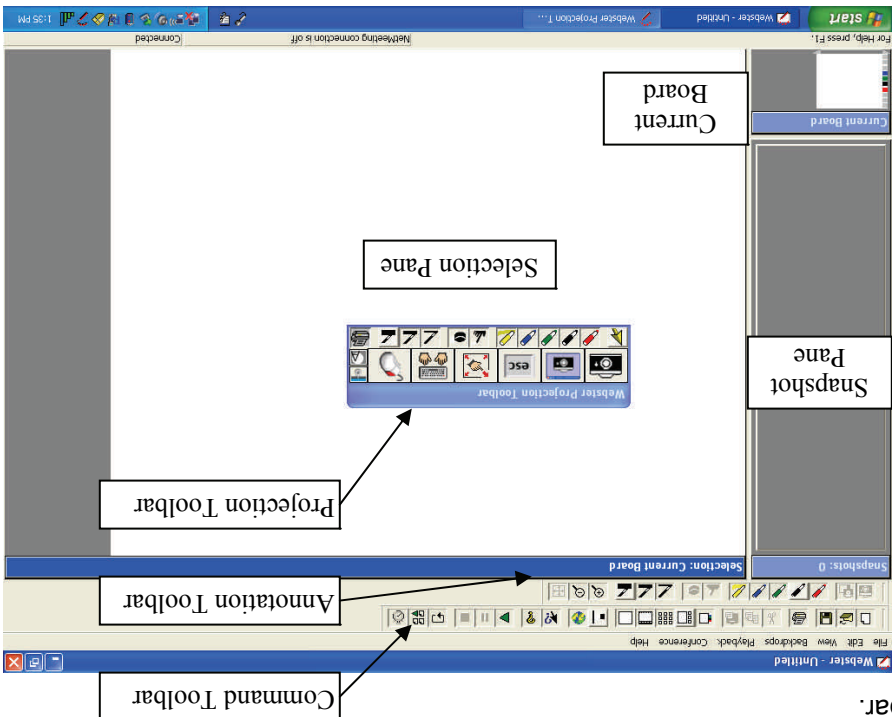
Only available in Projection view when using a projector with the Whiteboard

## Annotation Toolbar-

Contains the pen, erase and zoom tools

## Command Toolbar-

Contains the file, view and help tools



**Get to Know Webster**  
Remember, Webster must be running in order to use the Whiteboard. You can minimize it if you want to use another application with the Projection Toolbar.

The Webster software is a free download and requires no license. It can legally be installed on any computer, so both students and teachers can work at home to prepare presentations that can be used with the Polyvision Interactive Whiteboard. Depending on the policies in effect on individual computers, you may need to contact the HelpDesk (281-9090) for assistance in installing this or any downloaded application.

## **Webster Software and Backgrounds**

<http://www.polyvision.com/support/downloads-presentation.asp>

### **Installing Webster Software (p 4)**

Although the Webster software can be installed on either a Windows or Macintosh computer, this Quick Guide only addresses Windows installation. For more details, please see the Webster User Guide, page 4.

If your computer does not come with a serial port and you will be using a USB adapter, please make sure that any software for the adapter is installed **before** installing the Webster software.

To install Webster:

1. Turn on your computer and sign in using your user name and password, if necessary.
2. Once Windows loads, place the Webster CD in your CD Drive. The setup program should load automatically. If it does not, open the CD and double-click on "Setup".
3. Follow the prompts and accept all defaults during the installation process.
4. Restart, if prompted.

### **Register your Whiteboard (p 9)**

Upon your first use of Webster, you will receive a Webster Registration pop-up window. Please register your software so that your product warranty will be extended from 2 to 5 years. You will be redirected to a webpage to fill out the Product Registration form online. You will need the serial number for your whiteboard, found on the bottom of the accessory tray on the left side of the board.

### **Setup**

1. Make sure Webster has been installed on the computer you will be using with the whiteboard.
2. Plug in the Webster Wireless unit to the power and to the serial port on your computer. (If your computer doesn't have a serial port, connect using a Serial to USB adapter. Load any necessary drivers first.)
3. Connect the projector to the computer. Make sure that the projected image fits completely within the white portion of the whiteboard.
4. Launch Webster. (Desktop Shortcut, System tray icon, or Start ↓ All Programs→Webster)
5. If Webster gives an error message, No Whiteboard Found, establish a connection by using Edit ↓ Find Whiteboard.
6. Calibrate the board, which tells Webster how large the projected image is. (Edit ↓ Projection or use the Projection button on the Interactive Whiteboard)

### **Customize Webster's Options (p. 65)**

You can modify many of the Webster program preferences to meet your needs. These are some suggested changes that are made to the Webster preferences that make using the program easier. If you've made changes to the preferences that you no longer want, click the Restore Defaults button in the Options window.

To access the program options, Edit ↓ Options.

#### **General Tab**

Check Auto-Save files every 5 minutes

Check Auto-snapshot after desired number of minutes.

#### **Projection Tab**

Check Turn on Projection at Startup. This option will automatically show you the calibration screen when you start Webster.



## Installation, Setup, Customization